

Safety Hour Discussion Pack

Topic: Close Calls – Making a Good Call

Purpose of the discussion:

To discuss why making detailed, accurate and timely Close Calls is so important. Making a Good Call helps our call centre and network of Responsible Managers to locate and close more calls.

The result, to reduce risk to colleagues, passengers and the public.

Colleagues across the Network are making great progress when it comes to reporting close calls, with hundreds of calls made every day.

Currently our call centre wastes lots of time calling back reporters because of a lack of information. If we improve the quality of the information provided, we can:

- a) Act faster to remove risk from the network
- b) Prioritise risk; ensuring high priority calls are dealt with quickly
- c) Speed up the process so that reporters receive feedback sooner

Discussion points: Use below to plan your facilitated discussion. Remember, you don't have to have all the answers – the role of the facilitator is to create an engaging discussion where everyone identifies and commits to solutions.

Discussion points	Supporting notes
<p>What makes a Good Call?</p>	<p>'Loose screw at Reading Station' is a genuine Close Call received by our call centre; that's all the information the reporter provided.</p> <p>What information do you think is needed to make a Good Call?</p> <p>Geographic or physical Location: post code, ELR, mileage, nearest station, office or DU. Provide detailed information where possible to help pin-point your exact location.</p> <p>Tip: Use the Close Call app so you can add a photo and the Where am I app (from NR app catalogue) to get an accurate location.</p> <p>Describe Problem:</p> <ul style="list-style-type: none"> • Describe what could happen; describe the potential danger • If you were able to close the call yourself, e.g. replacing a ladder or addressing an unsafe behaviour, be specific about the action you have taken • If you can't close the call suggest who can – local knowledge will help us to assign the call to the appropriate responsible manager <p>Tip: Fault first, remember where there is immediate danger report the fault first, then report the Close Call</p>

Safety Hour Discussion Pack

Topic: Close Calls – Making a Good Call

Discussion points	Supporting notes
<p>Are we making Good Calls?</p>	<p>Have you recently reported a Close Call?</p> <ul style="list-style-type: none"> • What was the situation? • What was the potential for harm? • What was the outcome? • What can we learn locally from this experience? <p>Have you seen a Close Call and not reported it? If yes explore why</p> <p>Tip: Even if we think the situation is too difficult, complex or costly, always make the call so we can act. The scenario may occur across the network, and to anybody, so please make the call.</p> <p>Tip: Remember our principles of Fair Culture mean it's okay to speak up if people are working unsafely and to help change behaviour.</p>
<p>How do you report Close Calls?</p>	<p>How do you usually report Close Calls?</p> <p>Close Calls can be reported via:</p> <ul style="list-style-type: none"> • Phone 01908 723500 • Close Call App (from NR app store) • Email closecallreporting@networkrail.co.uk <p>Tip: Add the Close Call number into your phone contacts</p>

For further information:

Visit the Close Call page on Safety Central - <https://safety.networkrail.co.uk/safety/close-call/>

Contact the STE Communications Team – STEdcommunications@networkrail.co.uk